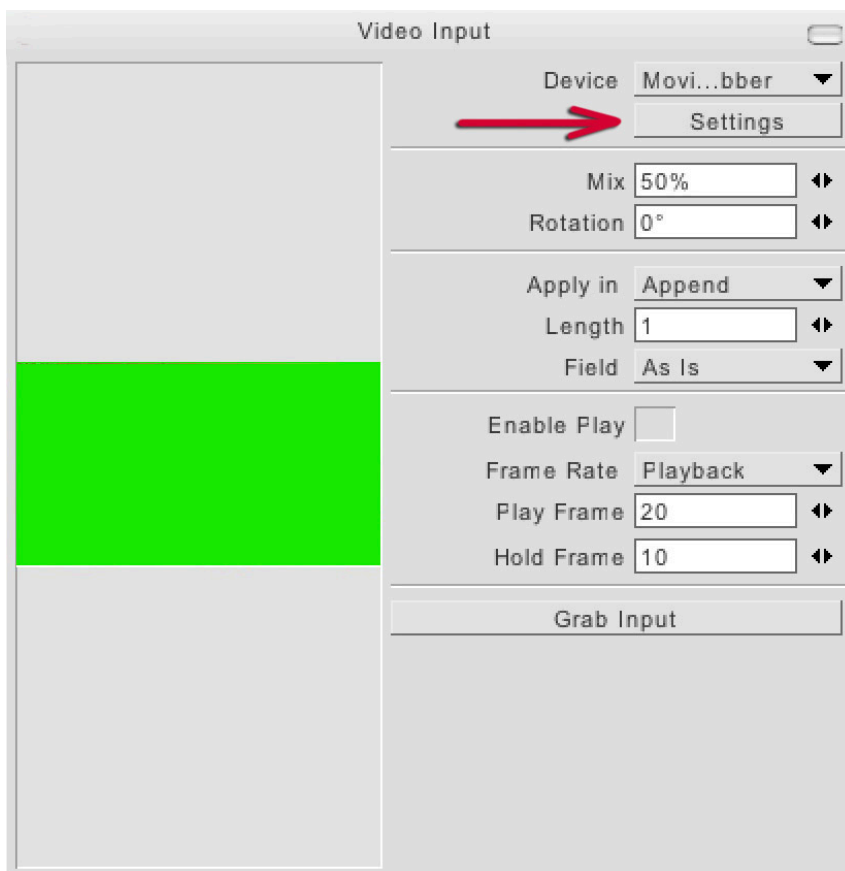


Fixing the “Split Screen” Issue with Logitech HD Webcams running on Mac OS -

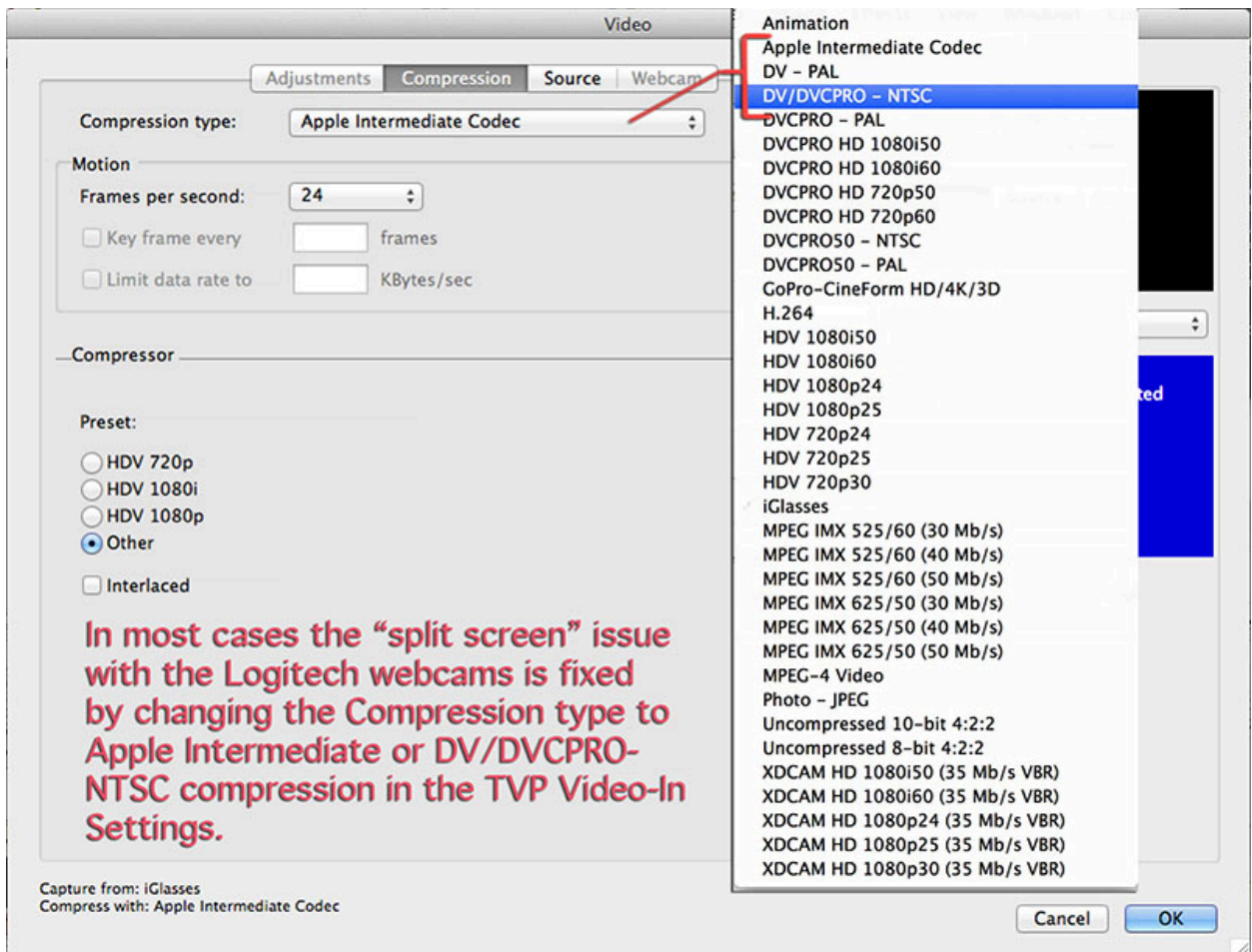
Sometimes when using a Logitech HD webcam in TVPaint some users have reported an odd glitch where the camera captures distorted split-screen images . This only seems to happen with Logitech webcams and only on Mac OS. But there's an easy fix ...

With the Video-In panel open , go to Video-In SETTINGS --



and under the Compression tab change the *compression type* to either Apple Intermediate or DV/DVCPRO - NTSC .

(see screen shot on next page)



This simple change has helped solve the "split screen" issue for Logitech webcams in most cases .It has something to do with the Logitech webcam's internal settings . If this does not fix the issue contact [TVPaint Support](http://www.tvpaint.com/v2/content/article/company/contact.php):

<http://www.tvpaint.com/v2/content/article/company/contact.php>

or support_aau@tvpaint.fr

or post the issue to the TVPaint Tech Support Forum:

<http://forum.tvpaint.com/viewforum.php?f=10>

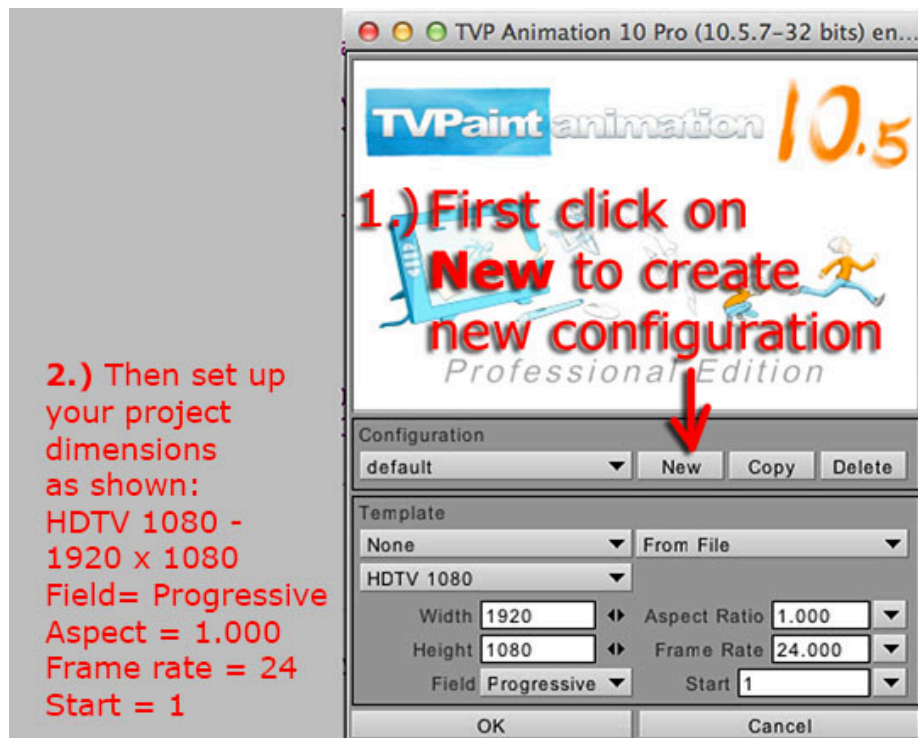
Additional information about the split-screen issue with Logitech webcams:

Another version of this issue is caused because the Logitech webcams will usually try to default to HD 16:9 aspect ratio (1920 x 1080) , but if you had set up your TVPaint project settings for 4:3 aspect ratio in the Start Up Panel then that could also be causing the split screen issue, so make sure both your webcam and the TVPaint Project settings are set to 16:9 aspect (1920 x 1080) .

*It's also possible that the users current TVPaint Configuration is *corrupted* , so in that case you will need to fix the camera aspect ratio settings AND also create a new TVPaint Configuration in the Start-Up Panel, as follows:

DO THIS STEP-BY-STEP:

- 1.) Unplug the webcam from the computer's USB port.
- 2.) Now , start a new TVPaint project . In the Start-Up panel where it says Configuration - **default** , click on the button that says **NEW** to create a *new configuration*. Name it something like 'My Config 2' . (or whatever you prefer)



3.) Now , in the Start-Up Panel set the project dimensions like this:

HDTV 1080 - Width = 1920
Height = 1080
Field = Progressive
Aspect Ratio = 1.000
Frame Rate = 24.000
Start = 1

Click **OK** .

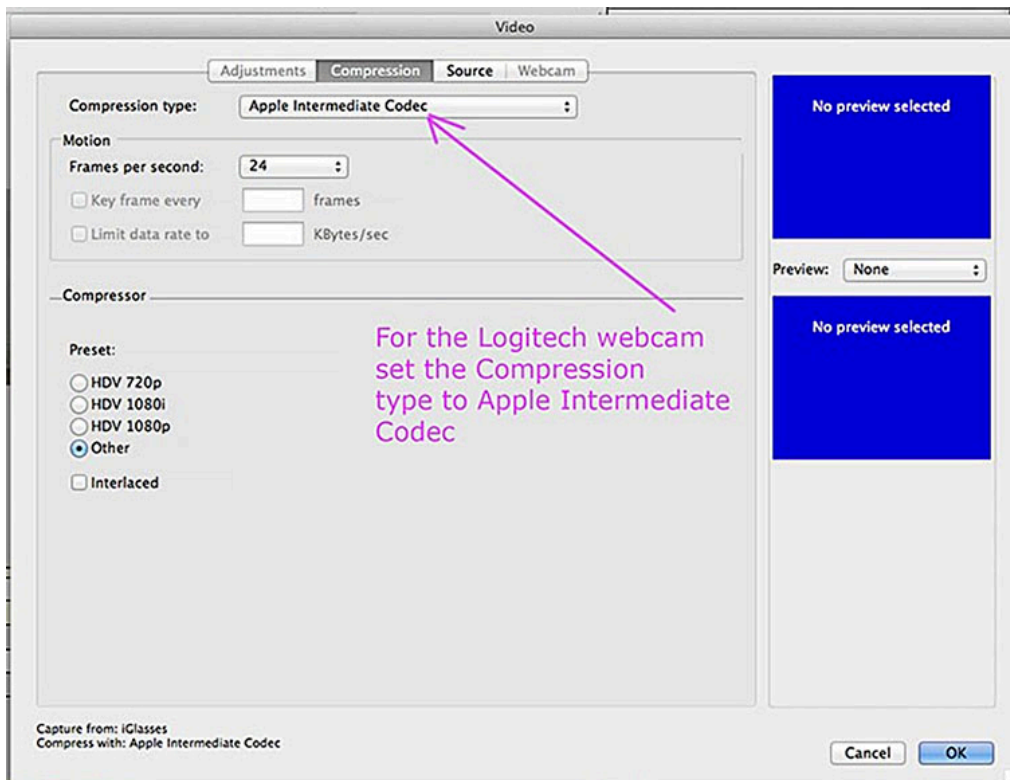
4.) Now re-plug the webcam to your computer's USB port.

5.) Now go to *Windows > Settings > Video In Settings* (or in newer TVPaint 11 it is *Windows > Animation > Video In Settings*)

6.) From the Video Input Window select the Logitech webcam as **DEVICE**.

(or on Mac OS if you're running your webcam through the iGlasses webcam control app , select iGlasses as the input device)

7.) In Video Input **Settings** change compression to Apple Intermediate codec
(OR to DV DVCPRO-NTSC , which also helps in some cases)



And now you should get an image from the webcam that looks correct, without the split screen distortion.

***NOTE:** If you don't see the Start Up panel when you first launch TVPaint , go to the Preferences , located under *Edit menu > Preferences > Start-Up* tab and set it to Startup Configuration = *"Open Startup Panel "* . Click OK at the bottom right of the Preferences window , and then Quit TVPaint . Now re-launch TVPaint and you should see the Startup Panel option where you can set the Project dimensions, frame rate, etc. or create a New Configuration in case the default configuration has become corrupted .

One more solution, a temporary workaround:

If you try the suggested fixes above, but are still experiencing the split-screen issue with the Logitech webcam here is a temporary workaround you can use so you can shoot and submit your current assignment -

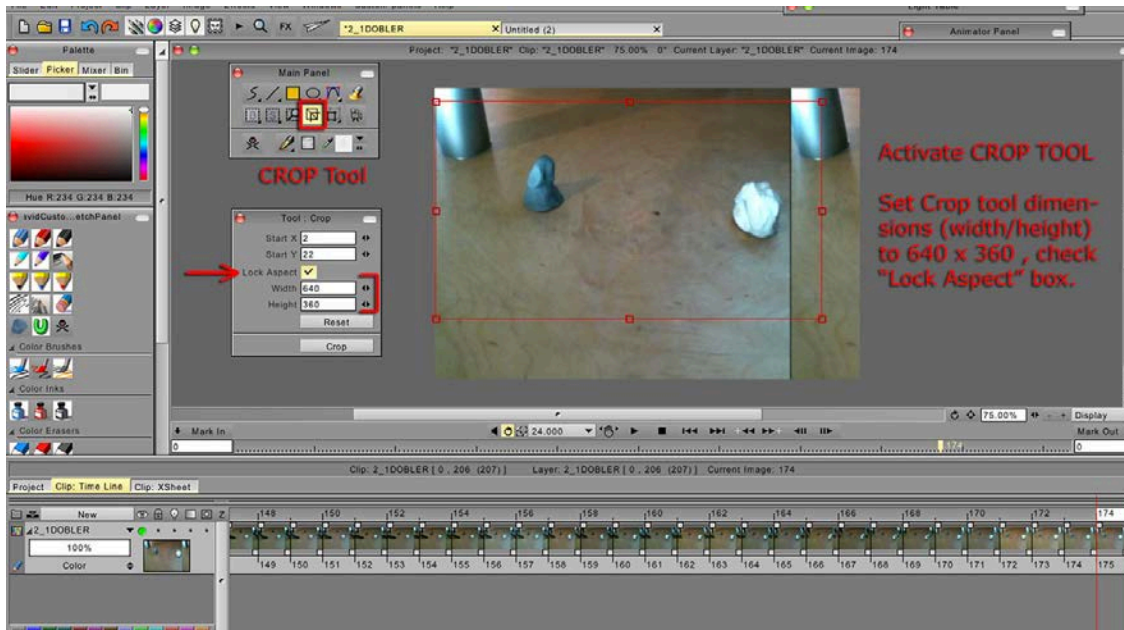
In a worst case scenario , if this keeps happening and is unresolved by the time you have to shoot your assignment , **make sure you frame your animation wide enough to have some extra border area around the main composition** , then after you have finished capturing the animation you can **use the CROP TOOL in TVPaint** to correct the composition of the scene to remove the split screen area at the right side of the screen. This is not ideal, but it works.

Set Crop Tool dimensions 16:9 aspect ratio , put a check the box next to LOCK ASPECT , then frame the image to *crop out the split screen area on the right side*. Then click on the CROP button. This will generate a new version of the project which is cropped to the proper 16:9 dimensions. Then export it to a .mov or a .avi file as usual, with dimensions of 640 x 360 (16:9) . (your original animation project in TVPaint will be HD resolution , 1920 x 1080 , but for uploading to the online class discussion board you should downscale it in the Export panel to 640 x 360 so the file size is not too large.

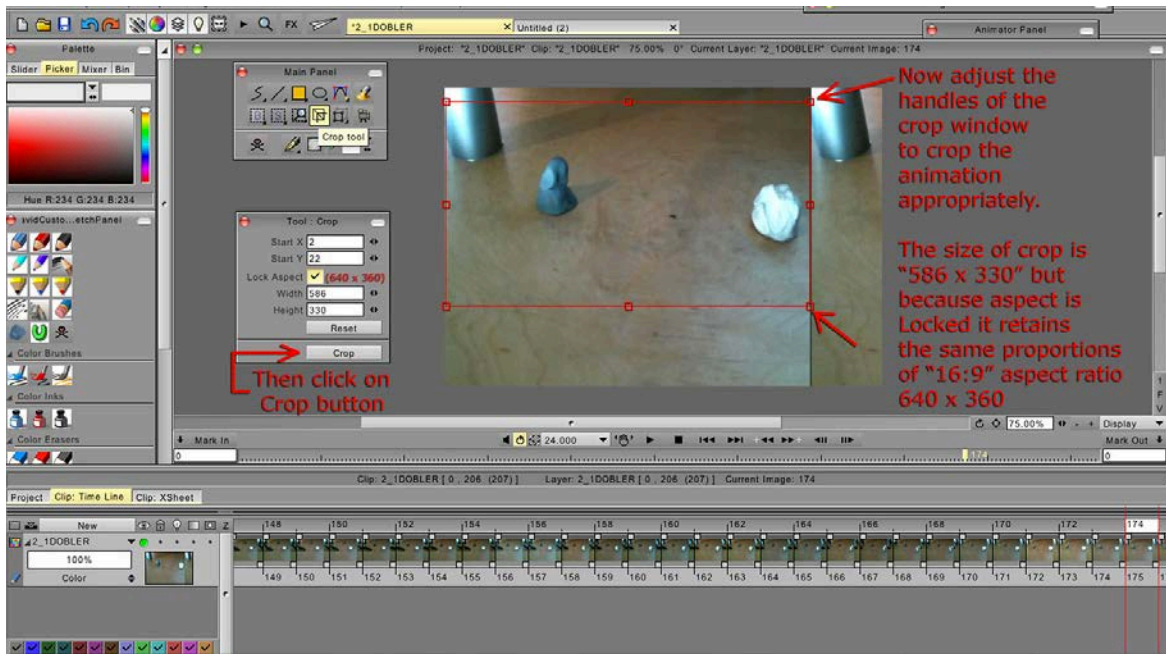
In the following example using a student's Mod. 2 Clay Animation assignment , I have set the Crop Tool dimensions to 640 x 360 (16:9 aspect), then adjusted the handles of the Crop Tool to frame the animation appropriately . Then I click on the CROP button to generate the new cropped project .

***PLEASE NOTE:** in the following screen shots , the student had originally attempted to shoot their project in 4:3 aspect ratio at 640 x 480 , but ordinarily you would want to work larger at 1920 x 1080 i(16:9 aspect) in your original TVPaint project file. However , in this case it had the advantage of having provide a lot of extra border area to crop the animation to 16:9 aspect ratio.

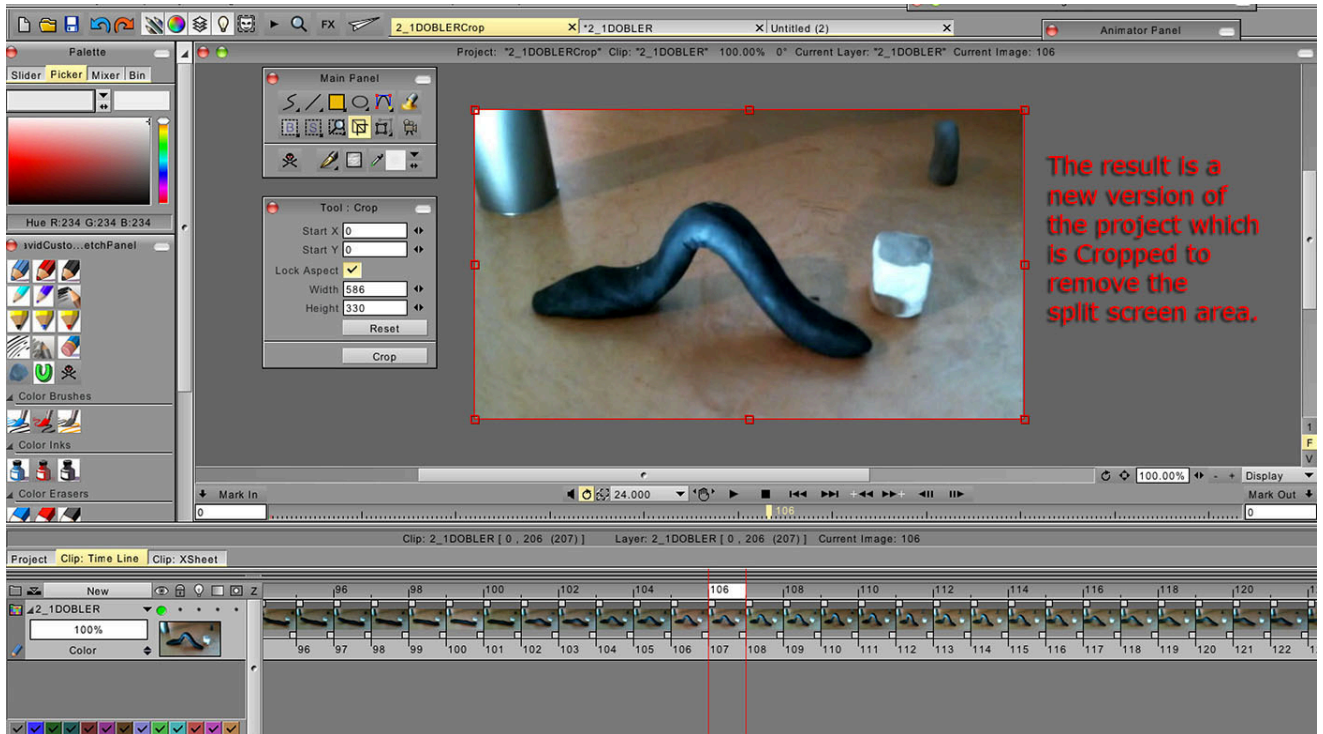
Set crop tool to 16:9 dimensions:



adjust handles on Crop Tool to frame the image so the split-screen area on the right side will be cropped out:



This is the resulting cropped project (TVPaint will keep the original project intact and generate a new version that is cropped) -



Now when you go to Export it change the dimensions of the exported .mov or .avi file to 640 x 360 , so it is in standard 16:9 aspect ratio for upload to the class discussion board.

